



HELP INFORMATION

TYLER TECHNOLOGIES, INC. (TYLER)

For Odyssey File and Serve support, training, and contact information, you may contact Tyler Technologies through the resources listed below or go directly to <https://rhodeisland.tylerhost.net/>. Support service is available from 8:00 a.m. to 10:00 p.m., Eastern Standard Time, Monday through Friday.

| Resource | Contact Information |
|-------------------------------------|---|
| Odyssey File and Serve Support Chat | Chat with a Tyler support representative online through Support Chat . |
| Odyssey File and Serve Email | Email Tyler's help desk at efiling.support@tylertech.com . |
| Odyssey File and Serve Telephone | Contact Tyler's help desk at 800-297-5377. |
| "Get Help" | Tyler support representative may assist you by sharing your screen using GoToAssist . |

JUDICIAL TECHNOLOGY CENTER

To register for remote electronic access, attorneys shall email the Judicial Technology Center (JTC) at helpdesk@courts.ri.gov requesting access to case information and attach a signed Rhode Island Judiciary Data Subscription Agreement, a copy of which can be found on the Rhode Island Judiciary's website at www.courts.ri.gov under Electronic Filing. The JTC will respond by sending you a username and password.

If the Rhode Island Judiciary's website is unavailable, please contact the JTC at helpdesk@courts.ri.gov.

All questions regarding your case must be directed to the respective clerk's offices.